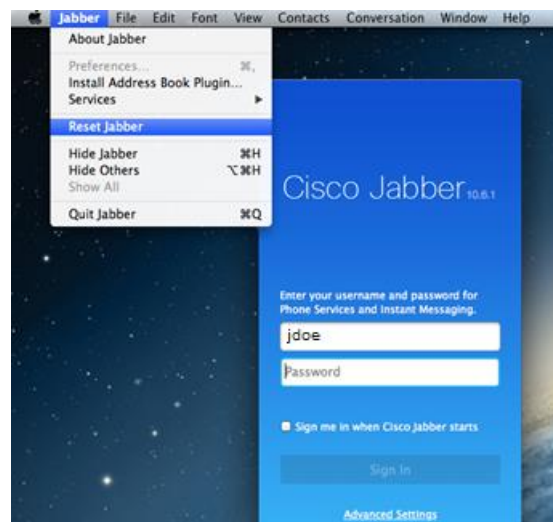


After recent upgrades to the VoIP servers at Headquarters, some Macintosh users discovered they can no longer perform a phone directory search from within Jabber. Use these instructions to reset your Jabber settings to resolve this issue.

Reset Jabber Voicemail Settings

1. Launch Jabber, but **DO NOT LOG IN**.
If you had previously set up Jabber to automatically log in, click on the Jabber menu and select **Sign Out**.
2. Click on the Jabber menu and select **Reset Jabber**.
3. When you are prompted to confirm that you want to reset Jabber, click **Reset**.



4. Enter your AUID + "@hq.nasa.gov"
E.g., jdoe@hq.nasa.gov
5. Click **Continue**.
6. Enter your password | Click **Sign In**.



Sometimes, the "@hq.nasa.gov" suffix to your username will be missing. This is normal, and there is no need to add it back to your username.

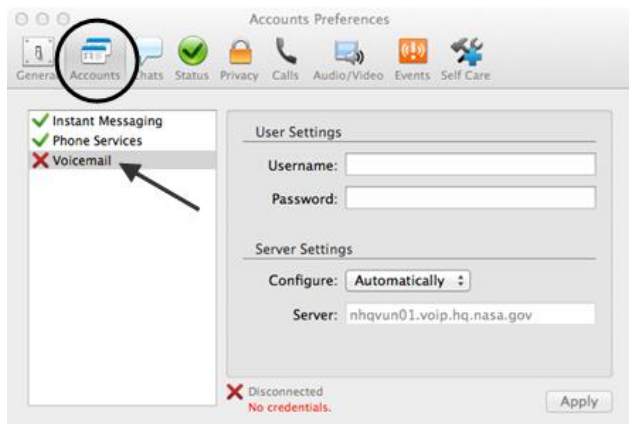
Jabber has now been reset on your Macintosh. The next step is to re-connect to the voice mail server. Remain logged-in and follow the instructions beginning on the next page.

Resolving Lost Jabber Voicemail Connection - Macintosh

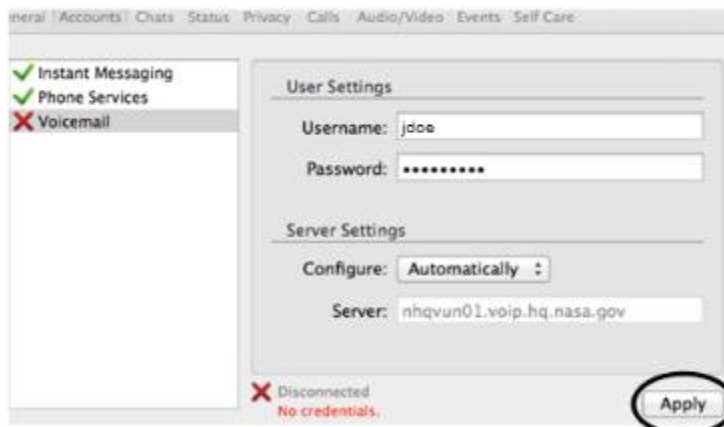
Reconnect to Voicemail Server

To set-up your voice mail account in Jabber:

1. Click on the **Jabber** menu and select **Preferences**.
2. When the **Preferences** window appears, click **Accounts** at the top.



3. In the list on the left side of the window, click **Voicemail** to highlight it.
4. Enter your **Username** (AUID – you do not need to add the “@hq.nasa.gov” suffix).
5. Enter the **Password** provided to you during training, or when you received a new Jabber account.
6. In the lower-right corner, click **Apply**.



You are now fully reset, and you should be able to successfully perform phone directory searches.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

*This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>*